



# TN SSMS FAQ

## Star Student

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## 1 DBA

- 1.1 In the DBA module on the security tab, under the field “type”, what do the “M” and “P” mean?**
- Under type, **M** = module and **P** = program. If you give access to the DAT module you are defining rights to all programs within that module.
- 1.2 How do you restrict a user to a specific school?**
- In the DBA module under school, if "DFLT" is entered it restricts them to their assigned school. You could also enter the specific school number.
- 1.3 What is the purpose of the Instructional Program Table?**
- The Instructional Program Table is for state reporting purposes for the 20 day reports. It is used to define your report periods.

## 2 Attendance

- 2.1 If schedules are not finalized in Star\_Student, can daily attendance still be taken?**
- If the information in the PCC record is complete (Program Code, Grade, Homeroom, Track, and District, yes Daily attendance can be taken.
- 2.2 When the school calendar was changed, what would cause the Day Cycle Calendar to be incorrect?**
- When the school calendar was changed, the question “Do you want the Day Cycle Calendar to be adjusted” was answered “YES”. If MTWRFS (or MTWRF) is used for the cycle period the DAY CYCLE SHOULD NEVER BE ADJUSTED. You should answer “NO”. You only need to adjust if something other than MTWRFS (or MTWRF) is used.



**2.3 How can two “Start Times” be used if General Start time is 8:00, but Athletes Start time is 7:00?**

**or**

**How can the following be setup: Grades K-8 (when K-5 self contained, and 6-8 departmentalized)?**

- a) Set up multiple track codes. You will need a separate track for each group of students that has a different period schedule (equal to maps in Horizon).
- b) Set up multiple bell codes. You will need one bell code for each track code.
- c) Set up multiple school calendars. Create a school calendar for each track code. Also check the bell and day cycle calendars to make sure they are correct. Make sure you put the corresponding bell code in bell cycle calendar.
- d) Set up the valid period table. Create a valid period table for each bell code.
- e) In the course/section table there is a field for track. Specify the track that each course is tied to.
- f) Assign the corresponding track to each student using the post track code routine.
- g) Create attendance record for all students by running the post track code routine.

**2.4 How do I update a student's attendance record?**

- a) Use the post attendance routine. Access the student for individual posting, use the override existing and post the appropriate code using the right mouse click and select the code needed; or
- b) Accessing the student's individual record, put the cursor in the date field you want and use the “list of value” icon on the tool bar to get the code needed.

**2.5 When trying to copy calendars from one school to others, the following message appeared - "list of values contains no entries". What does this mean?"**

It could be 1 of 2 things:

- a) There are no track codes defined, or
- b) The track code(s) that is defined already has a calendar created.

**2.6 When the attendance records were created, it did not match the number of students entered in the school. What would cause this?**

Check to make sure the relation / relation resides records match.

**2.7 What is the process for expelling a student?**

You need to have a code set up in the Attendance Code Validation Table that has a “0” in the absent and tardy columns. That code also needs to have a “1” in the possible day column. Once the expulsion takes effect go to the post daily attendance by range date (for the student needed). Use the post code of option with the date range from start of expulsion through the end of the school year. This will place the expulsion code in the attendance record. If this student is later allowed back into school, you can come back into the Post Daily Attendance Routine and post a “period” from the day the student returned through the end of school. If the student is only expelled for a certain number of



days (that do not extend to the end of the school year), you can “post the code of” from the specific start date to the specific end date for the expulsion period.

**2.8 Why do I receive an inaccurate count of students with 3 to 50 tardies when I run the Excessive Absence List with the range of Absences at 0 to 0, and set the tardies at 3 to 50?**

The Absence range needs to be set from 0 to 365. This will make all the students who have 3 to 50 tardies appear regardless of absences. Note that the combination of ranges represent AND statements so students would have to meet all conditions.

**2.9 Why do some students have blank fields on the Attendance Summary Screen for just the month of August?**

Chances are there were changes made to the school calendar. Run the Daily Attendance Audit to check accuracy. Then run a Daily Attendance Audit Report.

**2.10 After posting tardies for a certain date period, how do you delete these without doing it “day by day”?**

- a) Go to the Post Tardy Routine.
- b) Change the dates to the dates that need to be fixed.
- c) Use the Post Tardy Reason Code of option.
- d) Put a “period” in the Post Tardy Reason Code of field and in the Attendance Code field. Turn on the “Override any previous posted attendance codes” option.
- e) Specify the student(s) that needs to be fixed.

## **3 Class Period Attendance**

**3.1 Do I need to create Class Period Attendance?**

YES, everyone must create Class Period Attendance to support state reporting functions. Even though your school district may choose not to actually post class period attendance, this still needs to be “created” to track when students enter and leave classes.

**3.2 When should Class Period Attendance be created?**

Your Class Master and Schedules must be finalized prior to creating Class Period Attendance. No courses can be deleted from the Class Master after this is done.

## **4 Portal**

**4.1 When I log into the Portal and no schedules show up; only the message “no rows returned”. Why are there no schedules displayed when I know I’m (the teacher) is scheduled in Star\_Student?**

- a) If this is happening to only one teacher, verify that the teacher has a login set up for the Portal (teachers need a separate login for Star\_Student and Portal).



- b) If this is happening for multiple teachers verify that the following Validation Tables are accurate:
  - School Calendar (Attendance Module)
  - Day Cycle Calendar (Attendance Module)
  - Bell Cycle (Attendance Module)
  - Semester Table (Scheduling Module)
  - Semester Segments Table (Scheduling Module)
  - Valid Period Table (Scheduling Module) note: this needs to be set up for corresponding Bell Code

**4.2 Sometimes the marking period grade column has a green or yellow border or no border at all. What do the different colors mean?**

- a) Green – No grade exists for the current marking period in the student's grade record inside of Star\_Student.
- b) No Color – Grade was downloaded to the students grade screen in Star\_Student and that grade is the same as the Portal Gradebook average.
- c) Yellow – Grade was downloaded to the students grade screen in Star\_Student and that grade different than the Portal Gradebook average.

**4.3 How do the grades get into Grade Reporting in Star\_Student from Portal?**

You must set the Post Start and End Dates in the Grade Reporting Marking Period Validation Table in Star-Student. Once this is done, grades posted in the Portal will be recorded in Star\_Student Grade Reporting once they have been submitted. You can post grades up until midnight of the last day of the dates specified.

**4.4 If a teacher only wants to use Portal to post a final grade for the marking period, how is this done?**

Teachers can post final grades in portal without using the actual gradebook.

- a) Click on the "Grades" link on the schedule page to go to the Post Grades Screen in Portal. Note that this page will only display during your grade posting period.
- b) Teachers may post final grades or semester averages on the Post Grades Screen. This screen is also used for posting comments, and citizenship and effort grades.

## **5 Grade Reporting**

**5.1 Is there some routine/action required to get the final marking period grade into Star\_Student**

If posting grades in Star\_Student:

- a) Use the Post Grades Routine under Grade Reporting/Maintenance/Posting Grades. You can use this routine to post a grade to any marking period in the Marking Period Table.
- b) You can run the Grade Calculation routine under Grade Reporting/Maintenance Grade Calculation routine. This will allow you to calculate a grade for any marking period in the Marking Period Table.



- c) You can go into the student's grade record and post a grade for any marking period in the Marking Period Table.

**5.2 What is the purpose of the Grade Collection Table and when/how often does it need to be created?**

The Grade Collection Table is a copy of the scheduling data for the school on the day on which you create the table. The table stores the names of the students and the classes into which they are scheduled, and provides this information to the posting routines in the Interim Reporting and Grade Reporting modules. The Grade Collection Table should be created **prior to** the grade posting process for each interim or marking period.

## **6 School Information**

**6.1 Zipcode table contains all the zip codes for the state. Can these be changed/deleted?**

Additional zip codes can be added. However, zip codes should NOT be deleted from the list.

**6.2 How can you run a list of homerooms?**

Run the Student ID List and change the Report Break. This can be done by clicking the check box to the left of the "Change Report Break: When the Table Look Up box comes up, type "HOM" and the homeroom listings will appear. Select the homeroom that has the table name SU\TU\_SCH, which is the students school record, the school record contains the homeroom the student is in. Once the Homeroom is selected it is placed in the "Change Report Break line. Click cancel on the Table Look up box and run the report.

**6.3 How can you use the teachers name instead of the homeroom number?**

Go to the Homeroom Validation Table. Enter up to 5 characters of the teacher name in place of the homeroom number (this field will not allow the full name). Reminder, this routine must be done BEFORE attendance is created.

**6.4 How/where do you look to get a count of the students loaded in the system?**

Run the Student Enrollment report. The count will appear on the last page of the report.

## **7 Scheduling**

**7.1 How/where can you get a count of teachers? Also, when my teacher list was converted, why was the teacher list not returned in alphabetical order?**

When teacher lists are converted, they are returned in ID number order. To obtain an alphabetical listing: Go to Scheduling, Validation Tables, Teachers. Go to the print tab. This will give a list of the teachers in alphabetic order. Go to the last page, and then backup one. This will give you the number of teachers.



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**7.2 A student's schedule was queried, to print. A blank screen appeared and no schedule was displayed. Why would that happen?**

The following could cause this: (1) The periods in the school header should be "01-08", NOT "1-8". (2) In the course request record, the conflict code field should show either a "C" (complete) or "M" (manual). If an "N" (not attempted/no request) is there, this will prevent the schedules from printing.

**7.3 A teacher could not be added to the teacher table. The "+" and "x" where not active. Why?**

In the School Header under the Scheduling tab there is a radio button for "Lock Course/Section and Request". If this is checked, it blocks the ability to add, delete or change data.

**7.4 A school has the scheduler locked. How do you unlock this?**

In the school header, under the scheduling tab - click off "locked courses and requests".

**7.5 Why can't a subsection of a course be changed from 001 to match the section?**

All courses must have a section 001 and subsections begin with 001. As long as you keep the "001" sections you can then add any number after that; these do not have to be in sequence.

**7.6 If a student only attends a class for a specific amount of time (two days instead of 5), how do I set this up?**

The course needs to be in the student's schedule. You then go into the student schedule screen and enter the days in the "meets" field that the student will be going to this class.

**7.7 How do I assign different credits to courses that have already been established?**

If a student requires a change in the credits a course gives, go into the student's grade record, click on "Credits Earned" field. You will receive a box that will allow you to either "Fix Credits" (specify the number of credits that the Post Credit Routine will post for a given class), or give "Credit Exception" (prevent the Post Credit Routine from posting any credit for a given class).

**7.8 Can requests for multiple courses be added at the same time? The ability level field is also being selected?**

Yes, multiple courses can be added at the same time by using the Mass Modify Request routine and selecting the level on this screen. Either use the "Defined List" or enter the students ID that you want changed. Then run the Mass scheduler to let it assign the correct sections for the students.

**7.9 When trying to run the Mass Scheduler a message is received that says "scheduler is in process" What would cause this?**

Chances are the "Lock" is on in the School Header. Go into School Information, School Header and make sure the check box for the lock schedules is "unchecked".



**7.10 I have students that are enrolled in my school, but serviced by another school/district. How do I set this up?**

A service enrollment is done in Star\_Student by enrolling the student in their responsible school first. Then, do a partial enrollment on the student for the service school. Also, make sure you mark the student correctly in the service school PCC records by adding the responsible district/school and service district/school information. The responsible school or the service school can do the partial enrollment. Either way, the service school will need to complete the enrollment process for their school (schedule, attendance, etc.).

## **8 Student Information**

**8.1 How do you correct a mistake that was made when enrolling a student?**

Complete the enrollment process, then query the student and go to the corresponding screen and make the change.

**8.2 When a student has been withdrawn from a school, how do you change information on that student?**

Query the student and make the changes on the appropriate screen. Star\_Student keeps the student information once they have been inactivated so you could look them up.

**8.3 Can you inactivate a student by using the "Inactive" button on the School Record, by going in and manually adding it to the PCC record, then go into the new school the student is transferred to and do a Partial Enrollment?**

NO! All student movement must be done through the Modified Student Status Routine. NEVER click the Active, Inactive, etc. buttons as these are triggered automatically based on the student's status.

**8.4 How can you go to a students screen and change the student you are looking up without going back and re-querying for each student?**

If you know you need to make changes for multiple students, go to the Student Query screen. From this point you can query students in many ways. For this example we will query by student ID's for the students you want to include on the list. The students you selected will appear on the screen. If you want to "save" this list, click "action" on the top of the screen, then "save list". A box will prompt you to put in a name to save the list. Once this is done you can use the list to go to the screen you would like to change, make the change and then use the "next/previous" student button on the tool bar.

**8.5 When a new student is enrolled using the Auto ID Generator, when does the ID number appear.**

When the Auto ID Generator is used the ID number does not appear until the "Enroll" button is clicked.





**8.6 A student was transferred from school A to school B within my district. Now that student has returned to school A. How is this accomplished?**

Under Student Information, use the Modify Student Status Routine. Select "Transfer to Different School (In District)". You will need to scroll down on this page to access other fields needed to complete the process as more information is required. If you try and use the "Partial Enrollment" you will receive a message that the "student already exists in school".

**8.7 Students that have transferred to a different school and then transferred back into the school have a status of "R" in the school that they started in and a "T" in the school that they were just in, is this Ok? Up to now just an "A" or "I" has been seen.**

**R** = Re-activated. The "R" means that the student belonged to that school at some point in the school year, left and then came back.

**T** = Transfer. The "T" means that the student has transferred out of that school.

**A** = Active. The "A" means that this is the school the student started the year in and has not left at all ("actively" enrolled at that school).

**I** = Inactive. The "I" indicates that the student was simply withdrawn and did not go to any other school in their district.

## **9 State Reporting**

**9.1 For the Preliminary Staff Report, when a school puts in the referring teacher for discipline, they have to choose an ID from the teacher validation table. If a bus driver or security guard refers the discipline they need to be added to the teacher table. If a non-teacher is added to the teacher validation table, will that affect the Tennessee Preliminary Staff Report?**

No, the program looks at the license number and assignment. If an entry in the teacher table does not have these fields populated (license number and assignment), then it will not affect the Staff Preliminary Report.